

Minutes of the Information Management Panel
Friday, November 12, 2004

Bruce called the meeting to order at 1:33 p.m.

Present: Supervisors Genia Bruce, Jim Behrend, Duane Paulson and Bill Mitchell. **Absent:** Citizen Keith Pickens

Also Present: Information Systems Manager Michael Biagioli, Chief of Staff Lee Esler, Register of Deeds Mike Hasslinger, Programs and Projects Analyst Rob Dunn, Office Services Coordinator Windy Jicha.

Approve Minutes of September 24, 2004

MOTION: Behrend moved, Mitchell second, to approve the meeting minutes of September 24, 2004 as amended. Motion carried: 4-0

Future Meeting Dates

- December 10 at 8:30 a.m. (Paulson said he will not be able to attend this meeting.)
- January 14 at 1:30 p.m.

Future Agenda Items

- Golf Course Cashiering System

Project Updates

Tax System Replacement – Biagioli said Whitman Hart has completed phase I of this project. All screens have been analyzed and designed and Waukesha County has reviewed them. Easy Access is building and documenting business and error messages. Waukesha County has one week after this is completed to review, sign off on the work and return it to Easy Access. Once received, Easy Access will begin programming, which takes 90 to 100 days to complete. We've started the project plan for phase II.

Hasslinger said this should be ready for the second tax collection in 2005, which occurs in July. The objective is to make the change at a time when there isn't a high volume of work to test the system before we begin collecting taxes at the end of the year. When we are converting the system, we will run dual systems and then check the data. The data conversion will be the most challenging part of this project.

Centralized Cashiering (Register of Deeds and Treasurer) – Biagioli said we are looking at upgrading all cashiering systems. Easy access has a cashiering solution for \$30K that would work with our existing hardware. It's not part of the original contract but it's an option.

Biagioli said we will look into the Register of Deeds cashiering system. Once we have the design specifications signed off, we will begin work on finding cashiering solutions. In mid-December we will look at the cashiering environment. To start, we will try to solve the Register of Deed's system which is the most complex county cashiering system. By finding a system that works in this office, we hope it will solve the other cashiering problems in the county. We would like to reduce the number of cashiering systems we have from nine to two or three. One system may not fit all of our needs.

Esler asked are we looking at a single system under the countywide system? Biagioli said we will break it down into levels of complexity. Health and Human Services will be challenging due to HIPAA. We have to address the aging environments because some are written in languages that people don't even know any more.

Paulson asked is the golf course system outdated? Biagioli said this system is a different issue. It has problems other than being outdated. The vendor is attempting to fix them but hasn't been able to do so to our satisfaction. The system was put in four years ago.

Optical Character Recognition for the Register of Deeds -

Biagioli said this is an initiative with the fastest return of investment of anything we can take on. This new technology allows us to bring up a scanned image and with the mouse, highlight the scanned image and transfer it into a database. This is just like "cut" and "paste."

Hasslinger said the software would automatically read legal descriptions in documents and populate the database. The old system did not allow us to "cut" and "paste." Biagioli said the old system provided a scanned image that couldn't be changed. This software allows you to do that and will cut down on errors. We're not making the assumption the computer will get it right all the time.

Bruce asked what is the cost? Hasslinger said \$15K for hardware and \$75K for software. Hasslinger said annual maintenance would cost 18-20% of the purchase price.

Biagioli said we had an unpaid consultant do an analysis of return on investment. Then we paid Compuware to verify the estimations of the unpaid consultant because the return was so high.

Esler asked if the consultant reports are written? Biagioli said yes. Esler asked what is the return? Biagioli said it will take eight months to get the cost back on phase I. Esler asked how do you get paid back? Hasslinger said the payback will be reduced staffing time once it is verified. Esler asked will you eliminate a position? Hasslinger said yes. Biagioli said the County Board approved an ordinance last year that stated there will be staff reductions if certain criteria are met.

Hasslinger said increased production of staff will allow us to handle constant growth in the office or allow us to reduce staffing if the market slows down or volumes go down. We want to maintain what we're doing, manage growth and staff work levels. Mitchell asked if Hasslinger would have to fire someone in his office? Hasslinger said they would lose staffing through attrition.

Biagioli said we've hired a project manager to put a project plan together and manage the project. First we are updating all forms and reports to 9i. Testing is scheduled for next week.

Paulson asked is this initiative for refinancing? Hasslinger said no. Paulson asked would it be used for refinancing? Hasslinger said he doesn't understand the question. The database we create affects all sales and changes of ownership and refinancing is a part of that. This will allow us to keep within our standards and keeps records more current. When you sell or do anything with a property, you have to update the title. The title industry sends the county the titles and we update them. This will be used for refinancing.

Biagioli said we will port the data tracking system to an Intel-based system which will reduce the work of the servers and is the preferred environment. Waukesha County has contacted the vendor, Euclid, and is waiting for their response.

Mitchell asked will the Intel server be used just for this project? Biagioli said yes, initially. Later we might add functionality if it doesn't slow it down.

Bruce asked what is the anticipated completion date? Biagioli said it depends on Euclid. Hasslinger said the original project was to take a year. He thinks they're ahead of schedule.

Review of Communication Center and Communication Center Activation Project

Biagioli distributed and reviewed a document titled Waukesha County Communications Center Update. Donn Hoffmann will continue at Waukesha County until March 2005.

Biagioli said the Sheriff's Department dispatch conversion is scheduled for November 30, 2004. Training session for the Sheriff's Department dispatchers will continue until November 29. The dispatchers will practice on the existing system. They are planning to "go-live" with the Town of Summit, Okauchee and Stone Bank Fire Departments on November 18. The three departments asked for an accelerated conversion date because of problems with the City of Oconomowoc dispatch. The police departments scheduled for the Phase 5 conversion on December 6, 2004 are the Town of Oconomowoc, Villages of Lac La Belle and Oconomowoc Lake. Data conversion for these departments is almost done.

In review of the Communications Center's support of Sheriff's Dispatch, an issue arose regarding coverage. In the past, the Sheriff's Department separated the county into call groups based on area of coverage versus municipal boundaries. This separation by call groups appeared to be an issue for the Spillman system. Spillman has a fix for this in Release 4. The county will not be installing Release 4 until after Brookfield is onboard. In reviewing the issue and for adding future communities to the Communications Center, it makes sense to realign the Sheriff's Department call groups to match the municipal boundaries in the county. Staff is working to realign the mapping functions to match the new call group layouts. Spillman is still working on retrofitting the fix in Release 4 for our Release 3.

Biagioli said the Spillman system also wasn't displaying the status of calls if they were transferred to other dispatchers. This improvement is available in Release 4. Spillman will try to retrofit this capability to our system so dispatchers can follow transferred calls. Biagioli said Tuma said that's a nice feature. Supervisors can currently follow calls. This change will allow all dispatchers to track calls to make sure they are carried through all the way.

Update on Issues Related to Avatar PM for Health and Human Services

Biagioli said we continue to meet weekly with Creative Socio Medico (CSM) via phone on outstanding issues. We are making progress. We've completed the Ability to Pay module. It is done, signed off and in production. The last piece to be worked on is the family statement or the statement citizens will get from HHS. CSM has delivered a document with code specs for the family statement. To make sure the county isn't losing money on these issues, HHS is handling it manually to keep it up to date. On electronic billing we are hitting approximately 90% on the transfer to federal and state levels. We need to be at 100%. When a bill is rejected, staff has to handle it manually. We still have a list of six electronic billing issues that CSM is working through. CSM delivers a patch per week that is tested and implemented.

Bruce asked is HHS sending out bills or estimates? Biagioli said they are sending out estimates. The family statement was lacking the past balance due but it has been added. Collections can now track the bill.

Paulson asked does that mean 10% of bills need to be worked on manually? Biagioli said that is right. Medicare/Medicaid rejects individual claims not batches. Ninety percent of our claims go through seamlessly. Paulson said he wonders if the 10% take more time to manually process than processing them through the old system. Biagioli said it is better than having to process 100% manually.

Biagioli said Waukesha County has made no payments to CSM since Feb. 2004 and we won't until the system is fixed. CSM continues to send us bills. We will negotiate a final cost with the company when the system is corrected.

Review Production Implementation for the District Attorney's Protect System

Biagioli said Protect went live on November 8, is in production and being used by the District Attorney's office. The IJIS database is available through "view only" until May 2005. The system is no longer updated.

Biagioli said he's been in contact with the State's District Attorney's IT team to reiterate the state's commitment to provide support for PROTECT. The state agreed to manage and maintain all the PCS, printers, LANS in the District Attorney's office. He has been assured they will live up to their agreement. They recently filled a technician's support position that will be dispatched from Milwaukee. Milwaukee doesn't use PROTECT but does use the DA network. The help desk is located in Madison and will help with software issue.

Mitchell asked have you gotten any feedback about Protect from the District Attorney's office? Biagioli said he has heard it isn't the same. A state help desk person has been there all week to help. This is the best data conversion the state has ever had with PROTECT. They called and complimented the IT staff on this accomplishment. Biagioli said his staff doesn't know the PROTECT system.

Update on the Wisconsin Local Government Telecommunications Coalition

Biagioli said we buy lines from SBC throughout the state. There's a whole cottage industry that sells their services to check your phone bill to make sure it's correct. Local governments have realized that relying on the state to bargain isn't the best action. If we work together, we can contact providers and get the state rates or better. As a Coalition we see where telecommunications is going in the future and can buy services focused on local governments. To date, there are 14 members signed up for the Coalition and another seven have completed an application to join. Waukesha County is preparing an ordinance to join.

Until 1997 local governments, school districts and municipalities received the same rates as the state. Since 1997, there's a difference between what the state pays versus what is charged to other entities not in the state contract. The coalition reviewed this and felt the vendor was not treating us fairly.

Biagioli said we're going to look at different levels of service needs throughout the state and we will have to put together contracts with multiple providers throughout the state. We will work together as a group to make sure we get the best prices.

Bruce asked how do you fit in? Biagioli said he's adamant about it. Because of problems in other areas, he doesn't want to rely on the state to bargain for counties.

Mitchell asked does the state get a great cost because of volume? Biagioli said yes. Mitchell asked is there anything in our agreements with the state that will be problematic if we join the coalition? Biagioli said if we band together the state might lose members and be charged a higher rate.

Bruce asked will you do a study to see how much you will save? Biagioli said the Coalition conducted an audit of our phone bills. They gave an estimate of the amount recoverable. In the Coalition, if you ban together and show the aggregate numbers to SBC, we will have the power to negotiate lower costs. Per contract, the auditors and lawyers only get paid if we win.

Paulson asked have we been over billed that much? Biagioli said the potential is there that we have been over billed. Our contract is with SBC through a contract negotiated through the state. We should pay what the state pays.

Mitchell asked how much money do you think it is? Biagioli said six figures.

Esler asked are there two contractual agreements? Biagioli said we sign a Coalition agreement and then the Coalition retains the independent auditors and law firm. Some of the groups already in the Coalition are the City of Brookfield, Brown County, Chippewa County, Eau Claire County, Fond du Lac County, Village of Menomonee Falls, West Bend Schools, etc.

Esler asked is there some expertise Whyte Hirschboeck Dudek has that Farley doesn't? Biagioli said they have litigators that excel at this type of work. They are on a contingency fee basis.

Motion to Adjourn

MOTION: Mitchell moved, Behrend second, to adjourn the meeting at 2:45 p.m. Motion carried: 4 - 0.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel